



# Regional License and Permits Program

Oversight Group Meeting

December 1, 2015



# Agenda Items

- A. Role Call
- B. Public Comment
- C. Approval of the Agenda – December 1, 2015
- D. Approval of the Minutes – September 1, 2015
- E. Update, discussion and possible direction on Project Status
- F. Decisions
- G. Regional Technology Fee
- H. Announcements | Reports | Updates
- I. Identification of Future Agenda Items
- J. Public Comment
- K. Adjournment

# Item C & D: Agenda, Minutes

- **Approval of 09/01/15 4rd Quarterly Oversight Meeting Agenda**
- **Highlights from the last meeting**
  - **Technology Fee**
    - Stakeholder outreach was completed 6/30/15. A 0.109% response rate was received against any new fee, while most of the feedback from the Chambers, BANN and AGC were supportive; with the consideration of Building Dept fees increase. Consensus was to continue with the Board and Council meetings and the BIS.
  - **Timelines and Impacts**
    - Timelines are showing a 4-6 month delay to the timelines. Oversight staff empowered Washoe CIO to negotiate and withhold payment within his discretion since the project has lagged beyond the 5% criteria stated in the SOW. All options are continuing to be reviewed for bringing the timelines in and will be presented at the future oversight meeting. Kevin Dick expressed concern over a summer date due to peak permit volume.
  - **Accomplishments**
    - Acknowledged the accomplishments and approval of on the ONE banner with final approval to be reviewed by the group with changes. Demo on Accela Citizen Access (ACA) was given by Accela . Approval was given to continue to move forward with the approach, but we will not sacrifice the vision, assuming Accela will have future functionality as stated in the RFP.
  - **Oversight group action items for the Project and PM Team**
    - Outstanding question from Steve Driscoll regarding if a user has a PayPal account already in use if they can use this on ACA?
    - All managers asked for Confirmation of Functionality for ACA which will be presented at or before the next oversight. There was added concern of the ability to start a permit and save it to continue and Single point of entry.
    - Confirmation of how ACA is accessed? Question from Kevin Dick. Through individual websites or the Superagency? Steve Driscoll asked if the individual jurisdiction logos would take you to the individual sites on ACA?
    - Request for re-Confirmation by Don Jeppson and Steve Driscoll that customers can either apply by Services or by Address as direction given from the RFP and through GIS will direct you to the valid system.
    - Continued update on any additional potential change orders and issue documents particularly regarding ADS.

# Item E: Project Status

- **Process/Methodology**
- **Accomplishments**
- **Citizen Access Functionality and Roadmap**
- **Roadmap Functionality**
- **Next Quarter Objectives**
- **Project Timelines**
- **Reset Impact**
- **Project Financial Report**

# Item E: Process/Methodology



## Upcoming Build Stage Details

### ■ Activities

- Final development and unit testing of interface and data conversion
- Development of EMSE scripts
- Development of Reports
- Development of Interfaces
- Configuration of add-on products (AGIS, ACA)

### ■ Major Deliverables

- Event Script Development
- Report Specifications and Development
- Data Conversion Specifications and Development
- Interface Specifications and Development

# Item E: Accomplishments

- **Banner and disclaimer text approved**



- **Payment provider selected**
  - Accela Finance Team formed
  - ACI Worldwide – Official Payment Corporation
  - 3 Contracts are under legal review

# Item E: Accomplishments

- **Project Reset**
  - Solidified the level of effort required for each agency
  - Built a comprehensive plan that incorporates additional agency-level tasks
  - Revised the weekly Project Meeting, Status Report and Project Tracking to better meet the needs of the team
  - Established Regional Governance Committee
- **Administrative Training for select project staff**
  - Reports
  - Electronic Document Review
  - Stamps
  - User Experience Configuration

# Item E: Accomplishments

- **Infrastructure**
  - Reno Regional report server is in place
- **AA Configuration (back office system)**
  - 99% of configurations are complete
  - # of records
    - Washoe: Planning/Bus Lic: 22/42 complete; CSD Eng: 13/18 ; Health: 36/36 Building 24/24; 95/120 Washoe and Health total
    - Reno 21/21 Complete
    - Sparks 81 /81 Complete
- **Conversion Mapping**
  - Sparks Permits and Licensing (81 total complete)
  - Reno Licenses complete (20 complete)
  - Washoe/Health – 15 record types completed for Prototype (110 left to map)



# Item E: Citizen Access Functionality/Roadmap

- **Desired use cases defined by agency teams**
- **Future enhancements are being aligned with Product Roadmap**
- **Features not on Roadmap will be requested through the Community Portal**

# Item E: Roadmap Functionality

- **Allow citizen applications across modules**
  - Example: health permit and business license for the same address
    - While possible with current functionality we are not recommending that you allow for applications across modules. Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
- **Allow permits with different agencies and different clients**
  - Example: multiple water heater permits at multiple addresses in different jurisdictions
    - Future product functionality will allow for applications to be completed independently and paid for via a shopping cart with one transaction.
- **Provide a view across modules to see all renewal activity**
  - Future product functionality will allow for renewals to be completed independently and paid for via a shopping cart with one transaction.
- **Utilize multiple bank account numbers within a single agency**
  - Example: have separate accounts for Air Quality and Environmental Health within the Health module
    - Future product functionality will allow for more than one bank account for an agency if supported by the payment processor.

\*\*See Addendum A

# Item E: Next Quarter Objectives

- **Governance for Superagency**
  - Change management
    - Future product updates
    - Internal and external training plans
    - Marketing and roll out plan
    - Internal user adoption
  - Change control
    - Citizen facing agency requests
    - Coordinated testing efforts
  - Transition to post go-live
    - Citizen support

# Item E: Next Quarter Objectives

- **Focus group review of ACA citizen experience**
- **Completion of ACA configuration**
- **Solidify Washoe and Health conversion approach and schedule**
- **Confirm go-live scope**
- **Leverage administrative training for reports and script development**
- **Complete preparation for User Acceptance Testing**

# Item E: Next Quarter Objectives

- **Document storage solutions**
  - Electronic Document Management System task team reviewing options
    - Accela Document Storage (ADS)
    - AppXtender
  - Confirming batch scanning solution with ADS
  - Interface considerations being reviewed

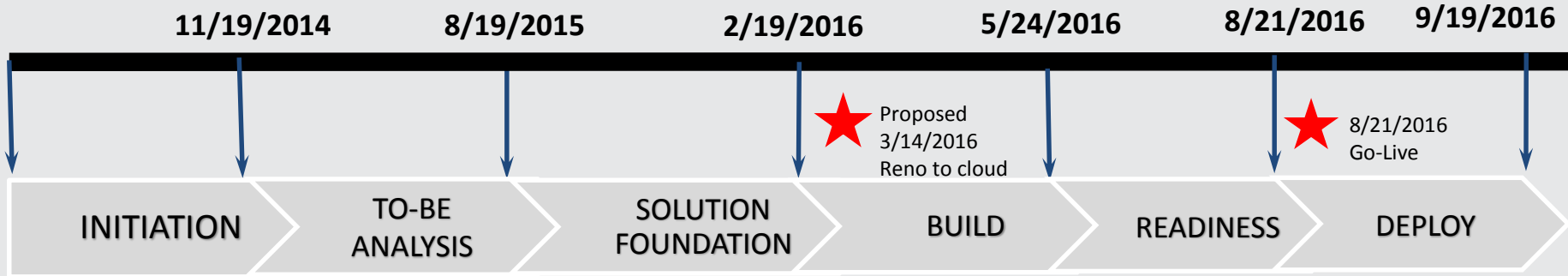
# Item E: Project Timelines

Project Start

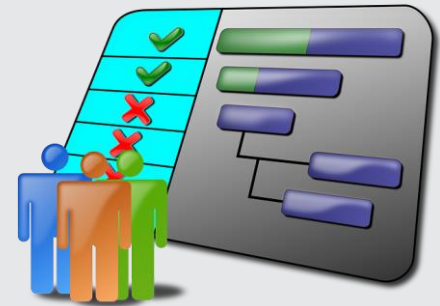
9/2/2014

Target Project Completion

8/21/2016



- Stage 1 – Project initiation - 100%
- Stage 2 – To Be Analysis - 100%
- Stage 3 – Solution Foundation (AA & ACA Configuration) - 81%
- Stage 4 – Build (Conversion|Scripting|Reporting|Interfaces) - 22%
- Stage 5 – Readiness - 4% (User Acceptance Testing)
- Stage 6 – Deploy - 0%



# Item E: Reset Impact

- **August 21 go live is aggressive**
  - Commitments must be met
  - Additional Cost for Accela resources
  - Agency resources required and peak season
    - Additional resources needed
  - Additional change order to help complete current agency tasks is being evaluated

# Item E: Project Financial Report

## Regional Business License and Permits Program June 2014 - November 19, 2015

<b>Accela Government Software Contract (includes all agencies)</b>	
Year 1 Subscription	\$ 281,964.72
Year 2 Subscription	\$ 281,964.72
Consulting/Implementation	1,298,109.94
Contingency	87,369.66
<b>Accela Total Contract Obligation</b>	<b><u>\$ 1,949,409.04</u></b>

<b>Accela Government Software Invoices - Paid/Withheld/In-Process</b>	
Year 1 Subscription	\$ 281,964.72
Year 2 Subscription	\$ 281,964.72
Consulting/Implementation Fees	1,029,833.88
Invoices received - not Paid (withholding)	138,465.06
Final Invoice Not Received from Accela	129,811.00
<b>Total (Excluding Contingency)</b>	<b><u>\$ 1,862,039.38</u></b>

Note: Consulting & Implementation Fees paid to Accela do not include contingency

<b>Washoe County &amp; Health District</b>	
Year 1 Subscription	\$ 129,492.71
Year 2 Subscription	\$ 129,492.71
Consulting/Implementation/Contingency Fees	488,077.96
Unpaid Invoices (3 months) & Contingency Fees	126,109.50
<b>Total</b>	<b><u>\$ 873,172.88</u></b>

<b>City of Sparks - Invoiced by Washoe County</b>	
Year 1 Subscription	\$ 37,030.86
Year 2 Subscription	\$ 37,030.86
Consulting/Implementation/Contingency Fees	371,050.44
Unbilled Invoice & Contingency (1 month)	40,461.22
<b>Total Invoiced</b>	<b><u>\$ 485,573.38</u></b>

<b>Total Paid to Washoe</b>	<b><u>\$ 445,112.16</u></b>
<b>Balance Due to Washoe</b>	<b><u>\$ 40,461.22</u></b>

<b>City of Reno - Invoiced by Washoe County</b>	
Year 1 Subscription	\$ 115,441.15
Year 2 Subscription	\$ 115,441.15
Consulting/Implementation/Contingency Fees	327,576.74
Unbilled Invoice & Contingency (1 month)	35,443.26
<b>Total Invoiced (Includes Interest)</b>	<b><u>\$ 593,902.30</u></b>

<b>Total Paid to Washoe</b>	<b><u>\$ 291,795.76</u></b>
<b>Balance Due to Washoe utilizing Loan Option</b>	<b><u>\$ 302,106.54</u></b>

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# Item E: Project Financial Report

Payment #	Amount	Description
1	\$129,810.99	10% Due upon signing
2	\$69,232.53	Monthly Payment 1
3	\$69,232.53	Monthly Payment 2
4	\$69,232.53	Monthly Payment 3
5	\$69,232.53	Monthly Payment 4
6	\$69,232.53	Monthly Payment 5
7	\$69,232.53	Monthly Payment 6
8	\$69,232.53	Monthly Payment 7
9	\$69,232.53	Monthly Payment 8
10	\$69,232.53	Monthly Payment 9
11	\$69,232.53	Monthly Payment 10
12	\$69,232.53	Monthly Payment 11
13	\$69,232.53	Monthly Payment 12
14	\$69,232.53	Monthly Payment 13
15	\$69,232.53	Monthly Payment 14
16	\$69,232.53	Monthly Payment 15
17	\$129,810.99	10% Retention
	\$1,298,109.94	Total



SOW Payment Structure - Monthly payment 14 of 17 paid 10/05/15.  
We are holding 15, 16

# Item F: Decisions

- **Approvals requested**
  - August date
  - Change orders
  - Agency resources

# Item G: Regional Technology Fee

- **Proposed Regional Technology fee status**
  - Reno
    - Technology fee adopted as part of budget
    - BIS to be reviewed by City Council
  - Sparks
    - Sparks will plan for adoption early 2016
  - Health District
    - BIS adopted on October 22, 2015
    - Technology fee adopted on November 19, 2015
  - Washoe County
    - BIS and Technology fee adoption set for January 2016
    - Delayed to allow building permit fee changes to be approved

# Item H: Announcements | Report | Updates

- **Announcements**
- **Reports**
- **Updates**

# Item I: Future Agenda Items

- Updates on previous agenda items
- Items from the Oversight Group
- Next meeting Tuesday, March 1, 2016, 1:00 pm, City of Sparks, NV
  - May be rescheduled due to conflict



J. Public  
Comment

K.  
Adjournment